

REMARKS/ARGUMENTS

I. Examiner's Office Action

Claims 1-14 are pending in this application. In the March 26, 2007 office action, the Examiner:

- A. Objected to claims 1 because of an informality
- B. Rejected claims 1-14 under 35 USC 102(e) as being anticipated by Koveos (U.S. Pub. No. 2002/0178100).

II. Applicant's Response and Arguments

- A. The Examiner's Objections Have Been Addressed
Claim 1 has been amended to overcome the examiner's objection.

- B. The Examiner's Rejection Should be Withdrawn

It is noted that in the examiner's advisory action, none of applicant's arguments as set forth in the response dated October 09, 2006 were addressed. It is further noted that the examiner also failed to address applicant's arguments in the most recent non-final rejection. The examiner is respectfully requested to address each any every argument below.

As noted in the previous responses, the present invention relates to the concept of being able to provide a user with information, such as service activity information about different equipment provided in different types of systems. This can be differentiated from Koveos which does not disclose information about

equipment provided in different types of systems. It is the examiner's contention that this limitation is shown in either section [50] or [52] of Koveos. However a review of Koveos only shows that information can be provided about different types of equipment, not different types of systems as the claims now require. It is quite common in systems such as building control systems, fire safety systems etc. to have different types of equipment therein, so it cannot be inferred from Koveos that providing information about different types of equipment is the same as providing information about different types of systems.

Further, as noted in the previous response, Koveos does not disclose providing service activity information i.e. information about the service that has been provided for a piece of equipment. Koveos merely discloses providing information such as service agent ID as shown in Fig. 5 which can be distinguished from the present invention. Accordingly, it is respectfully submitted that claim 1 as currently amended is allowable over the Koveos reference. It is respectfully submitted therefore that the examiner withdraw the rejection of claim 1 in light of the arguments above. As claims 2-14 depend upon claim 1, it is respectfully submitted that claims 2-14 are also allowable, and that the examiner's rejection should be withdrawn.

It is further argued that applicant's new claims have not been properly addressed in the examiner's rejection. For example, with respect to claim 9, Koveos nowhere teaches providing service related information about HVAC systems, fire safety systems and mechanical systems.

With respect to claim 10, a review of sections 0005-0021 makes it clear that the limitation of sending graphic images about a piece of equipment including highlighting on the image of the equipment where the equipment requires service is not shown.

With respect to claim 11, a review of sections 0005-0021 makes it clear that Koveos fails to show sending information about the status of a service contract associated with a piece of equipment.

With respect to claim 12, a review of sections 0053-0054 makes it clear that Koveos fails to show sending information about the service performed under the service contract associated with a piece of equipment.

With respect to claim 13, a review of section 0053-0054 makes it clear that Koveos fails to show sending information about a system a piece of equipment is associated with.

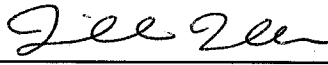
Finally, with respect to claim 14, a review of section 0053-0054 makes it clear that Koveos fails to show sending the status of a service contract associated with a piece of equipment.

Conclusion

For all the foregoing reasons, it is respectfully submitted the applicants have made a patentable contribution to the art. Favorable reconsideration and allowance of this application is, therefore, respectfully requested.

Respectfully submitted,
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